



Press Release

Lake County Sheriff's Office
www.sheriffdunlap.org

Daniel A. Dunlap
Sheriff

PRESS RELEASE

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The week of April 8-14th is **National Public Safety Tele-Communicators Week**. Public Safety Dispatchers have long been recognized as the first link in the chain of emergency response to people in need by police, fire, or medical responders. Chances are you have been helped by a telecommunicator as a person in need at some point in your life; whether as a result of collision, fire, medical need, or victim of crime ... you have been helped by a dispatcher at the other end of the phone.

Here at the Lake County Sheriff's Office our Central Communications Division is an integral unit that provides such specialized services as:



- Central Communications is ADA compliant by providing T.D.D. telephone communications for the hearing and speech impaired. Dial 911, 354-4317 or 354- 3434 to be connected to our T.D.D. equipment;
- Provides County-wide team support for the Amber Alert Program (locating abducted children & missing adults);
- Central Communications is trained in using the reverse 9-1-1, which is a rapid outbound calling system that notifies homes of important information in any given geographic area of Lake County;
- Central Communications can activate the Emergency Alert System (EAS) in the event of tornadoes, or other types of natural disasters that the National Weather Service issues;
- Central Communications has direct contact with the Perry Nuclear Power Plant. In the event of a problem at the Nuclear Power Facility, the Lake County Sheriff's Office - Central Communications Division will make initial notification for the activation of the County's Emergency Operations Center (EOC);
- Central Communications provides after-hour dog file information for the safe return of a dog to its owner.

- In 2007, Central Communications became the centralized answering point for all Wireless 9-1-1 calls made in Lake County. Once a correct location of the caller is obtained the 9-1-1 call is supervised and transferred to the appropriate agency;;
- Central Communications also serves as the back-up Public Service Answering Point (PSAP) for the city of Mentor, and the Madison Township dispatch center.
- Central Communications provides public education tours to groups throughout the year; such as Lakeland Community College, Boy Scouts of America, Leadership Lake County, Western Reserve Junior Service League, and the Auburn Career Center;
- Central Communications also provides emergency contact services for such groups as the Game Warden, Dog Warden, Water Rescue teams, SWAT Teams, Humane Society, Lake County Hazmat Team and the Bomb Squad, just to name a few;
- Central Communications is the point of contact for Life Flight and Medivac Helicopter Services by coordinating radio communications between flight crews and ground emergency services.

Dispatchers acquire training and technical skills independently and through in-service training by the Sheriff's Office. Many employees have college educations, in addition to specialized training, such as hostage negotiations, and the national incident management system (NIMS), which is critical in meeting the national disaster standards outline by FEMA. Central Communications participates in all FEMA drills conducted in Lake County.

This week we honor these unsung heroes who have dedicated their lives to serving their communities as dispatchers. We thank them for their professional and timely assistance in our most pressing moments of need. They are a critical element in the communications link between the community and first responders.

Frank Leonbruno

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